

**ONE HUNDRED THIRD LEGISLATURE - SECOND SESSION - 2014**  
**COMMITTEE STATEMENT**  
**LB898**

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**Hearing Date:** Thursday February 06, 2014  
**Committee On:** Health and Human Services  
**Introducer:** Legislative Performance Audit  
**One Liner:** Require reports for public benefit programs delivery system

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**Roll Call Vote - Final Committee Action:**  
Advanced to General File

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**Vote Results:**

**Aye:** 7                      Senators Watermeier, Krist, Howard, Gloor, Cook, Crawford, Campbell  
**Nay:**  
**Absent:**  
**Present Not Voting:**

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**Proponents:**

Senator Dan Watermeier  
James Goddard  
Mark Intermill  
Aubrey Mancuso

**Representing:**

District 1  
Nebraska Appleseed  
AARP  
Vocies for Children

**Opponents:**

**Representing:**

**Neutral:**

Thomas Pristow

**Representing:**

DHHS

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**Summary of purpose and/or changes:**

LB 898 provides that in order to monitor the Department of Health and Human Services service delivery system for public benefit programs and to ensure compliance with federal and state law, the department shall develop and submit to the Clerk of the Legislature a quarterly report including the following:

- (a) the number of days in increments taken to process applications for aid to dependent children, SNAP, assistance to the aged, blind, or disabled, and the child care subsidy program, overall and broken down by county;
  - (b) the same for applications for Medicaid and the Children's health program, separating the data between those applying on the basis of disability and those not applying on the basis of disability;
  - (c) the reasons for benefit application processing delays in any of the aforementioned applications that are processed beyond federal and state timeliness in aid timelines, including the number of cases for each respective reason;
  - (d) the number of case closures in the aforementioned applications and the reason for each closure, overall and broken down by county;
  - (e) the number of case closures due to failure to recertify benefits, overall and broken down by county;
  - (f) the total number of first-time applicants for benefits, categorized by state, county, and month;
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(g) the percentage of applications that are reapplications, categorized by state, county, and month;

(h) the percentage of individuals whose cases are closed who reapply for benefits within thirty days and sixty days after case closure, categorized by state, county, and month;

(i) for Medicaid and economic assistance calls:

(A) the overall wait time for call center response, and the average and maximum wait times for each queue available in the menu option from the time when the call is transferred to the customer service center to the time when the worker answers the call, presented by month and by day;

(B) the number of client call terminations that occur prior to speaking with a staff member, and the average wait time prior to call abandonment which shall be defined as the time a call is transferred to the customer service center to the time when the caller terminates the call, presented by month and day;

(C) the number of clients who receive a busy signal by month and day, showing the specific hours when all lines are full

(D) The total number of work tasks created and/or completed each month and day, the average number of days taken to complete work tasks broken down by type or priority, and the total number of work tasks older than five days.

(2) The department shall similarly submit a quarterly report containing the number of social service workers, eligibility technicians, and social service lead workers and the number of vacancies in these positions at the beginning of each month; the number of these positions vacated within a month; and the number of these positions filled within a month for workers in the public benefit programs call centers, the department's web site called ACCESS Nebraska, and in local offices.

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Kathy Campbell, Chairperson